[Your Name]

[City, State] | [Phone] | [Email]

SUMMARY

Customer support agent with [number] years on [phone, chat and email]. I handle about [number] contacts a day, resolve most of them on the first call, and keep accurate notes in [the system you used].

SKILLS

- Phone, chat and email support
- Billing questions, refunds and account changes
- [Software you have used, for example a ticketing system or CRM]
- Typing about [number] words a minute
- Calming down upset callers
- [A second language, if you speak one]

EXPERIENCE

[Customer Service Representative], [Employer]

[City, State, or Remote] | [Month Year] to Present

- Handle about [number] calls and chats a day for [type of product or service].
- Meet or beat targets for [the measures your team used, for example handle time and quality score].
- Process refunds and account changes within the limits set for my role.
- Write clear case notes so the next agent can pick up without asking the customer again.

[Previous job title], [Employer]

[City, State] | [Month Year] to [Month Year]

- [A line about handling customers, the phone or a register.]

HOME OFFICE

[Only for remote jobs: a quiet workspace, a wired internet connection at [speed], and a headset.]

EDUCATION

[High school name, or GED program], [City, State]
[High school diploma or GED], [Year]